

Informal Complaints

Presented by Company and Category

These tables present a subset of total consumer contacts. This data represents consumer contacts that require enhanced processing for resolution of consumers' complaints. These cases are known as Informal Complaints (ICs) and are sent to the appropriate utility for investigation. The utility must respond to the CPUC and address the allegations of the complaint. The following tables report the ICs by utility company and the nature of the complaint by category*.

Communications Industry December 2019

*The companies listed in the table are organized in alphabetical order. Companies' names in this list may not reflect the company name under which services are marketed to the consumer.***

Utility Name	Billing	Not Regulated - No Jurisdiction	Policy & Practices	Service	Grand Total
AT&T California	21	4	3	58	86
AT&T Mobility	20	-	3	4	27
Charter	3	4	1	-	8
Clear Rate Communications, Inc.	-	-	-	1	1
Comcast Digital Phone	2	1	-	-	3
Consumer Cellular, Inc.	2	-	-	-	2
Cox; Cox Communications; Cox Business	-	-	-	1	1
DMR Communications, Inc.	-	1	-	-	1
Frontier California, Inc.	14	5	3	13	35
Lifeline Administrator	2	-	-	1	3
Mediacom Communications Corp.	-	-	-	1	1
Met Tel	1	-	-	1	2
Preferred Long Distance, Inc.	-	1	-	1	2
Sonic Telecom, LLC	1	-	-	-	1
Southern California Telephone Company	-	-	-	1	1
Sprint; Sprint PCS	4	-	-	-	4
Telepacific Communications	2	-	-	-	2
TIC Long Distance	1	-	-	-	1
Time Warner Cable	3	8	-	1	12
T-Mobile (Brightspot; Go-Smart Mobile; Univision Mobile; Walmart Family Mobile)	-	-	1	1	2
TracFone Wireless (Net10; Page Plus Wireless; SafeLink, Simple Mobile; Straight Talk Wireless; TelCel America; Total Wireless)	2	-	-	1	3
Verizon Access Transmission Services	-	-	-	1	1
Verizon Wireless	6	-	1	2	9
Windstream Communications, LLC	-	1	-	-	1
XO Communications Services	-	-	-	1	1
Total ICs Sent	84	25	12	89	210

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Energy Industry December 2019

The companies listed in the table are organized in alphabetical order. Companies' names in this list may not reflect the company name under which services are marketed to the consumer.**

Utility Name	Billing	Policy & Practices	Public Purpose Programs	Service	Total
Clean Power Alliance	2	-	-	-	2
East Bay Community Energy	-	1	-	-	1
Just Energy Solutions Inc.	-	1	-	-	1
Marin Clean Energy	1	-	-	-	1
Pacific Gas & Electric Company	35	7	3	15	60
San Diego Gas & Electric Company	10	-	-	4	14
Southern California Edison Company	58	-	20	28	106
Southern California Gas Company	5	1	-	7	13
Total ICs Sent	111	10	23	54	198

Water Industry December 2019

The companies listed in the table are organized in alphabetical order. Companies' names in this list may not reflect the company name under which services are marketed to the consumer.**

Utility Name	Billing	Policy & Practices	Public Purpose Programs	Service	Total
California American Water Company	3	1	-	-	4
California Water Service Company	3	-	-	-	3
Del Oro Water Co., Inc.	1	-	-	-	1
Fruitridge Vista Water Company	1	-	-	-	1
Golden State Water Company	2	-	-	2	4
Liberty Utilities (Park Water) Corp.	2	-	-	-	2
San Jose Water Company	1	-	-	-	1
Suburban Water Systems	2	-	-	-	2
Total ICs Sent	15	1	-	2	18

*Category Definitions

**Companies Sorted by Code

**Companies Sorted by Utility Name